

# Ryan White Program MAVEN User Guide

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August 2019





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# 1. About MAVEN

MAVEN is the North Dakota's electronic disease surveillance system. It is web-based, client-centric surveillance system that allows tracking disease diagnosis and other information for a single person across different reportable conditions and surveillance models within the system.

Ryan White (RW) case management agencies will use MAVEN to enter Ryan White Part B client eligibility information, client demographics, co-morbidities screening information, and reengagement to care information. This information is used to complete different reports and monitor program performance and outcomes, as well as two HRSA's annual reports: the Ryan White HIV/AIDS Services Report (RSR) and the AIDS Drug Report (ADR); By accessing lab information in MAVEN, case managers are also able to monitor client's medical outcomes and treatment adherence.

In addition to reporting requirements, MAVEN access has benefits for the case managers by allowing them access to HIV Surveillance data such as lab work. All HIV labs (including HIV Ab testing, CD4 counts, HIV viral loads, HIV genotypes) are reportable to the NDDoH and are electronically imported into MAVEN. This allows case managers to have access to medical outcomes for clients and monitor retention in care and treatment adherence.

MAVEN Login:

MAVEN website: <https://apps.nd.gov/maven/login.do>.

Enter assigned username and password.

To reset password, please contact Alicia Torfin, NDEDSS Coordinator, at 701.328.2385 or via email at [atorfin@nd.gov](mailto:atorfin@nd.gov).


To obtain access to MAVEN, please contact the Ryan White coordinator. Each MAVEN user and agency will be required to sign annually the MAVEN User Agreement and MAVEN Site Agreement, respectively, and each user must sign the HIV.STD.TB.Viral Hepatitis Security & Confidentiality Oath.


Each active Ryan White client will be assigned to their RW case manager. A client can only be assigned to one case manager at a time. If a client is case managed by multiple case managers, case will need to be reassigned between case managers. Case managers can only see those clients that are assigned to them. Once a client is closed by the case manager, and no additional information needs to be entered, case manager can reassign the case to the program coordinator.

Each HIV case contains also HIV Surveillance information not pertinent to the Ryan White program. To prevent confusion, all required information for reporting and program purposes will be linked to the RW Case Managers wizard.

## **2. Client Search**

Once logged in, you will see your name under Workflows. Clicking on user name leads to the full list of clients assigned to the case manager. To go to a specific client, click on the blue Click on the Event ID (displayed in blue). Click on the Export All link to export your cases into an Excel spreadsheet.

You can also see your workflow by clicking on the gear icon () in the upper left corner.

To search for a specific client, enter their name or their RW number in the Search Box in the upper right corner, or use the magnifying glass in the upper left corner ()

### 3. Client Dashboard

Maven Disease Surveillance Suite - TEST

Enter Case ID or Search Term... Search Gordana Cokric

Event Summary

Basic Information		Notes (Add/Edit   Show My Notes)
Event ID:	100002545	09/09/2014 03:35 PM (Generic) - Gordana Cokric [gcokric] RW 201501; MMIS ID: 90100000123
Disease:	HIV/AIDS	
Person:	Bill Positive Birth Date: 09/12/1958 ( Female ) Phone: (701) 223-5656	
Dates:	Create Date: 02/04/2013 Event Date: 05/03/2017	
Linked Events/Contacts:	0 linked event(s)/contact(s) (View)	
Attachments:	1 attachment(s) (Add) (View)	
Notifications:	Disease Status: Confirmed Event Type: Report Date Investigation Status: Closed Pregnancy Status: No Age: 58 Years <a href="#">HIV FAQ</a> <a href="#">HIV Reference Guide</a> Event is in workflows (View List)	
Edit Event Properties		

Event Data Lab Results Concerns Persons Tasks Calendar Event Properties Event History

Question Package	Person	Last Update	Updated By	Status
1. Administrative	Event	05/17/2017	Gordana Cokric [gcokric]	Incomplete
2. Demographic	Bill Positive	09/09/2014	Gordana Cokric [gcokric]	Completed
3. Clinical	Bill Positive	05/17/2017	Gordana Cokric [gcokric]	Completed
5. Risk History	Bill Positive	05/17/2017	Gordana Cokric [gcokric]	Incomplete
6. Interview and Referrals	Bill Positive	03/10/2017	Mike Benz [mbenz]	Incomplete
7. Contact Investigation	Bill Positive	02/04/2013	Shanna Mills [smills]	Incomplete
8. Vaccine Information	Bill Positive	12/21/2015	Mike Benz [mbenz]	Completed
i. Enrollment Information	Bill Positive	05/22/2017	Mike Benz [mbenz]	Completed
ii. Ryan White Services	Bill Positive	05/18/2017	Mike Benz [mbenz]	Completed
iii. ADAP	Bill Positive	05/18/2017	Mike Benz [mbenz]	Completed
iv. Provider Information	Bill Positive	09/09/2014	Gordana Cokric [gcokric]	Completed

View Question Package Wizards: RW Case Managers View Wizard

Coordinator HIV/AIDS Case Report  
Field Epi's HIV Wizard  
HIV Contact  
Out of state wizard  
RW Case Managers

You are in the Test Environment for Maven Disease Surveillance Suite - TEST

Once you are in the case, this is the main page, or dashboard. It has two sections. The upper section is Event Summary, and the lower section is Tabs.

Event summary has two sections: Basic Information and Notes. Basic information lists client demographics, and additional HIV surveillance information including the date and age of diagnosis. Notes section lists the notes between the HIV Surveillance Coordinator and the Field Epidemiologists. You may enter information here pertaining to the client's sexual contacts, pregnancy status, client relocating, etc. However, for noting any RW related information, please use the notes in the Enrollment package.

The bottom portion of the client dashboard lists different Tabs. Event Data Tab has question packages including three packages for RW clients: Enrollment Information, Ryan White Services, ADAP, and Linkage to Care.

You may enter information by going to the package directly, or by going to the RW Case Managers wizard which will link all questions for RW case managers to populate.

## 4. Attaching Files

All Ryan White eligibility and additional documents can be upload to Maven. This will allow for a more confidential and effective way of storing and sharing documents than paper mailing, faxing, or paper storage.

To attach a document to the client's Maven case:

1. Click on Add.

The screenshot shows the 'Event Summary' window for a case named 'Fred Flintstone'. The 'Basic Information' tab is active, displaying details such as Event ID (100000296), Disease (HIV/AIDS), Person (Fred Flintstone), and Dates (Create Date: 10/30/2018, Event Date: 03/04/2019). The 'Attachments' section shows '0 attachment(s) (Add)'. The 'Notifications' section lists 'Event/Status/Date/Type Notifier (4)', 'Event/Age Notifier (1)', 'Product Notices (1)', and 'Workflow Status (1)'. A 'Notes' section is also visible on the right. At the bottom, there are tabs for 'Event Data', 'Lab Results', 'Concerns', 'Persons', 'Tasks', 'Calendar', 'Event Properties', and 'Event History'.

2. Click on Choose File and select the file that you would like to attach.

The screenshot shows the 'Add Attachment - Fred Flintstone - HIV/AIDS' window. The 'Attachment Information' section is active, displaying fields for File, Description, Status, Type, Security Level, and Notes. The 'File' field shows '200216.pdf' with a 'Choose File' button. The 'Description' field contains 'Ryan White - Enrollment'. The 'Status' dropdown is set to 'Requires Review', the 'Type' dropdown is set to 'General', and the 'Security Level' dropdown is set to 'None'. The 'Notes' field is empty. At the bottom, there are 'Save', 'Cancel', and 'Help' buttons.

3. Name the file in the description box with prefix “Ryan White – “.
4. Save
  - a. Status, type, and security level can be left as default.

All Ryan White documents can be attached to Maven, however, documents with social security numbers listed on them such as tax returns and Social Security Income statements need to have SSNs removed before uploading the document into Maven or SSNs from those documents will be redacted by the RW Coordinator.



## 5. RW Case Managers Wizard

Maven Disease Surveillance Suite - TEST

Enter Case ID or Search Term... Search Gordana Cokrlj

Event Summary

**Basic Information**

Event ID: 100002545  
Disease: HIV/AIDS  
Person: Bill Positive Birth Date: 09/12/1958 ( Female ) Phone: (701) 223-5656  
Dates: Create Date: 02/04/2013 Event Date: 05/03/2017  
Linked Events/Contacts: 0 linked event(s)/contact(s) (View)  
Attachments: 1 attachment(s) (Add) (View)  
Notifications: Disease Status: Confirmed  
Event Type: Report Date  
Investigation Status: Closed  
Pregnancy Status: No  
Age: 58 Years  
HIV FAQ  
HIV Reference Guide  
Event is in workflows (View List)

**Notes (Add/Edit | Show My Notes)**

05/09/2014 03:35 PM (Genetic) - Gordana Cokrlj [gcokrlj]  
RW 201501; MMIS ID: 90100000123

Edit Event Properties

Event Data Lab Results Concerns Persons Tasks Calendar Event Properties Event History

**Question Packages**

Question Package	Person	Last Update	Updated By	Status
1. Administrative	Event	05/17/2017	Gordana Cokrlj [gcokrlj]	Incomplete
2. Demographic	Bill Positive	09/09/2014	Gordana Cokrlj [gcokrlj]	Completed
3. Clinical	Bill Positive	05/17/2017	Gordana Cokrlj [gcokrlj]	Completed
5. Risk History	Bill Positive	05/17/2017	Gordana Cokrlj [gcokrlj]	Incomplete
6. Interview and Referrals	Bill Positive	03/10/2017	Mike Benz [mbenz]	Incomplete
7. Contact Investigation	Bill Positive	02/04/2013	Shanna Mills [smills]	Incomplete
8. Vaccine Information	Bill Positive	12/21/2015	Mike Benz [mbenz]	Completed
i. Enrollment Information	Bill Positive	05/22/2017	Mike Benz [mbenz]	Completed
ii. Ryan White Services	Bill Positive	05/18/2017	Mike Benz [mbenz]	Completed
iii. ADAP	Bill Positive	05/18/2017	Mike Benz [mbenz]	Completed
iv. Provider Information	Bill Positive	09/09/2014	Gordana Cokrlj [gcokrlj]	Completed

View Question Package Wizards RW Case Managers View Wizard

Coordinator HIV/AIDS Case Report  
Field Ep's HIV Wizard  
HIV Contact  
Out of state wizard  
RW Case Managers

You are in the Test Environment for Maven Disease Surveillance Suite - TEST

Select the RW Case Managers wizard from the drop-down list, and click on View wizard.

To advance through the fields in the wizard, press Tab button.

## 4.1 General Administrative Section

Maven Disease Surveillance Suite - TEST

Enter Case ID or Search Term... Search Gordana Cokric

RW Case Managers - Bill Positive - HIV/AIDS [Jump To...] Save Save & Stay Cancel

GENERAL ADMINISTRATIVE Expand Details

Reassign To: Gordana Cokric  
State Patient Number: 201501  
MMIS Number: 90100000123

\*\*\*\*\*If client has a new address proceed to Person's tab to enter the new address information\*\*\*\*\*

CLIENT ENROLLMENT INFORMATION

Enrollment Status	Active
Enrollment Date	01/16/2014
Date the client is to Re-enroll	04/01/2015
Actual date client Re-enrolled	11/06/2015
Case Management Site	Fargo Cass Public Health
Case manager assigned to Client:	Kristi Lee-Weyrauch
Pharmacy Site	MeritCare Broadway Pharmacy
Case closed date	05/01/2015
Why no longer active?	Relocated
Where did they move?	Montana
Enrollment Status	Active
Enrollment Date	08/02/2015
Date the client is to Re-enroll	10/01/2016
Actual date client Re-enrolled	04/05/2016
Case Management Site	Fargo Cass Public Health
Case manager assigned to Client:	Kristi Lee-Weyrauch
Pharmacy Site	MeritCare Broadway Pharmacy
Case closed date	MM/DD/YYYY
Enrollment Status	Active
Enrollment Date	01/01/2012
Date the client is to Re-enroll	10/01/2013
Actual date client Re-enrolled	12/01/2013
Case Management Site	
Case manager assigned to Client:	
Pharmacy Site	
Case closed date	MM/DD/YYYY
Enrollment Status	Active Add New
Enrollment Date	01/01/2014
Date the client is to Re-enroll	10/01/2014
Actual date client Re-enrolled	MM/DD/YYYY
Case Management Site	

You are in the Test Environment for Maven Disease Surveillance Suite - TEST

Reassign To box lists the case manager that the client is assigned to. Case managers can reassign the case to another case manager when transferring the client, or to RW Coordinator if closing the client. Once the case is reassigned, the case manager will not be able to see that client after they exit the case.

State Patient Number (or RW number) is the number assigned by the HIV Surveillance program and is used for RW services reimbursement.

MMIS Number (or ADAP number) is assigned to RW clients by MMIS and is used for ADAP medication billing. Patients must provide this number to the pharmacy in order to get their medications reimbursed through ADAP.

## 4.2 Client Enrollment Information

Maven Disease Surveillance Suite - TEST

RW Case Managers - Bill Positive - HIV/AIDS

GENERAL ADMINISTRATIVE

Reassign To: Gordana Cokric

State Patient Number: 201501

MMIS Number: 90100000123

\*\*\*\*\*If client has a new address proceed to Person's tab to enter the new address information\*\*\*\*\*

CLIENT ENROLLMENT INFORMATION

Enrollment Status: Active

Enrollment Date: 01/16/2014

Date the client is to Re-enroll: 04/01/2015

Actual date client Re-enrolled: 11/06/2015

Case Management Site: Fargo Cass Public Health

Case manager assigned to Client: Kristi Lee-Weyrauch

Pharmacy Site: MeritCare Broadway Pharmacy

Case closed date: 05/01/2015

Why no longer active?: Relocated

Where did they move?: Montana

Enrollment Status: Active

Enrollment Date: 08/02/2015

Date the client is to Re-enroll: 10/01/2016

Actual date client Re-enrolled: 04/05/2016

Case Management Site: Fargo Cass Public Health

Case manager assigned to Client: Kristi Lee-Weyrauch

Pharmacy Site: MeritCare Broadway Pharmacy

Case closed date: MM/DD/YYYY

Enrollment Status: Active

Enrollment Date: 01/01/2012

Date the client is to Re-enroll: 10/01/2013

Actual date client Re-enrolled: 12/01/2013

Case Management Site:

Case manager assigned to Client:

Pharmacy Site:

Case closed date: MM/DD/YYYY

Enrollment Status: Active Add New

Enrollment Date: 01/01/2014

Date the client is to Re-enroll: 10/01/2014

Actual date client Re-enrolled: MM/DD/YYYY

Case Management Site:

You are in the Test Environment for Maven Disease Surveillance Suite - TEST

Client Enrollment Information lists the enrollment spans and the case management agency information for the client.

To enter enrollment information, please fill out the following. To advance to the next field, press Tab.

### Enrollment Status

- Select Active

### Enrollment Date

- Enter the date when you signed the application

### Date Client is to Re-enroll

- Enter the date of the next recertification cycle
  - Re-enrollment cycle starts on April 1<sup>st</sup>. Recertification cycle starts on October 1<sup>st</sup>.

### Actual Date Client Re-enrolled

- Leave blank for newly enrolled clients.

- For existing clients, this will be the date of the last reenrollment/recertification.

Case Management Site

- Select your agency.

Case Manager Assigned to the Client

- Select your name.

Pharmacy Site

- Select the pharmacy where client will fill their prescription if receiving ADAP assistance.

Case Closed Date

Case Closed Date will be blank for active clients. If closing a client, enter the case closed date and select a reason for closure.

Each time a client enrolls, a new eligibility period must be started by selecting Add New. Please **do not** overwrite the new enrollment information over a past enrollment span.

### 4.3 RW Wizard: Client's Income, Assets, and Benefits

Maven Disease Surveillance Suite - TEST

RW Case Managers - Bill Positive - HIV/AIDS

Case closed date: MM/DD/YYYY

CLIENT'S INCOME, ASSETS AND BENEFITS

Year	
2014	
2015	
2016	
2016	
2017	<a href="#">Add New</a>

Monthly salary/wages (gross)

Other monthly income (gross)

Total monthly income

Poverty level percentage (%)

Number of people in your household, including you, that you support

How many dependent minor children do you have living with you?

Client's housing status at the end of the reporting period

Please indicate all types of insurance for client

- ☐ ADAP Premium Assistance
- ☐ IHS
- ☐ Medicaid, CHIP or other public plan
- ☐ Medicare
- ☐ No insurance
- ☐ Other Public
- ☐ Other
- ☐ Private
- ☐ Unknown
- ☐ VA, Tricare and other military health care

Policy number of insurance:

Primary HIV medical care:

Client Notes

Did the patient attest that the information above is true and accurate?

Date Case Manager notified: MM/DD/YYYY

Effective date of change: MM/DD/YYYY

CLIENT COUNSELING AND SCREENING

Date:	
09/16/2014	
04/01/2015	<a href="#">Add New</a>
09/16/2014	

Clients Income, Assets, and Benefits section collects income and insurance information. This information will be entered with each enrollment, re-enrollment, and recertification.

Each year, a client will have at least two iterations (the orange outline marks one iteration) under Client's Income, Assets and Benefits for that year. One set will be for re-enrollment, and one for recertification (client in the image above has 2 iterations for 2016).

For reporting purposes, the last income in the calendar year is reported. Changes in income off-cycle do not need to be entered in MAVEN, as they will be entered with re-enrollment or recertification. However, all types of insurance a client has during the year have to be reported. Therefore, anytime the client's insurance status changes, this information must be entered in MAVEN with the dates the coverage started/ended. The rest of the information does not need to be verified (e.g. income, dependents, housing status), and can be copied from the previous iteration. Do not leave this information blank, as this will cause the reporting information to be incomplete.

To add income/housing status/insurance information, click on Add New. Press Tab to advance through the fields.

Add New

Year

- Enter the current year and press Tab

Citizenship Status

Monthly Salary/Wages (Gross)

- Enter income rounded to the nearest whole number. Do not enter decimal places

Other Monthly Income

- Enter any other income that clients or household members receive.
- Enter 0 if no other income.

Total Income

- Press Tab and total income field will self-populate

Poverty Level Percentage (%)

- Household income/guideline x 100 = % household poverty level
- Current poverty guidelines can be found at: <https://aspe.hhs.gov/poverty-guidelines>.
- Online FPL calculator: [www.safetyweb.org/fpl.php](http://www.safetyweb.org/fpl.php).

**Please indicate all types of insurance for the client (select all that apply)**

- ADAP Premium Assistance
  - Select if the client's premium is paid by the case manager or the RW Coordinator using ADAP funds.
- Indian Health Services (IHS)
- Medicaid, CHIP, or other public plan
  - If a client has Medicaid, select whether it is Traditional or Medicaid Expansion.
  - If a client is enrolled in another state's Medicaid, select uninsured as their Medicaid will not cover their medical care in ND.
- Medicare
  - Select all the parts that client is enrolled in.
- No Insurance
  - Select if client is uninsured.
  - Please provide a brief explanation in the notes section why the client is uninsured.
- Other
  - Select if insurance does not fit in another category

- Private
  - Employer (Group)
  - Individual (health plan purchased through the Marketplace, COBRA, or directly from insurance company)

Policy Number

- Enter the policy number for the private insurance, Medicaid, or Medicare Part D.

Notes

- Enter any notes pertinent to the case such as insurance information, or efforts in obtaining coverage for the uninsured clients

Date Case Manager Notified

- Enter date you signed the recertification form, or the date you were notified of any changes

Effective Date of Change

- Enter date of change for current insurance policy. If no change in policy, leave blank.



#### 4.4 RW Case Management Acuity Assessment

Enter the date the acuity scale was completed, and the acuity score.

#### 4.5 RW Wizard: Client Counseling and Screening

CLIENT'S INCOME, ASSETS AND BENEFITS

Year (i) 2014  
Year (i) 2015  
Year (i) 2016  
Year (i) 2016  
Year (i) 2017 Add New

CLIENT COUNSELING AND SCREENING

Date: MM/DD/YYYY  
Date: MM/DD/YYYY  
Has patient been screened for TB since HIV diagnosis? Yes  
Has patient been screened for Hepatitis B since HIV diagnosis? Not medically indicated  
Has patient completed the vaccine series for Hepatitis B? Yes  
Has the patient been screened for Hepatitis C since HIV diagnosis? Yes  
Date: 02/18/2015 Add New  
Screening and Counseling Year: Add New

RYAN WHITE SERVICES

Screening and immunizations for Ryan White clients was implemented in grant year 2017. This question has been revised 1/1/2019. The old cases will have the questions formatted the old way where once in a lifetime screenings (Tuberculosis, hepatitis B and hepatitis C) are separated from the annual screenings (chlamydia/gonorrhea, and syphilis).

##### Old Question Format:

- Has patient been screened for TB since HIV diagnosis?
- Has patient been screened for Hepatitis B since HIV diagnosis?
- Has patient completed the vaccine series for hepatitis B?
  - If the patient has a history of disease, or has been vaccinated, select "Not medically indicated"
- Has the patient been screened for hepatitis C since HIV diagnosis?
- Screening and Counseling Year

Annual screening questions are completed at reenrollment. To enter the annual screenings and counseling information **enter the year** when the screenings were received, and **press Tab key**. Answer the following questions.

- Was client screened for syphilis in the past 12 months?
- Was client screened for chlamydia and gonorrhea in the past 12 months?
- Was client counseled about HIV transmission and risks in the past 12 months?
- Was client screened for mental health and substance abuse in the past 12 months?
- Was client counseled about HIV transmission and risks in the past 12 months?



If the client did not complete screening questions on their enrollment or reenrollment, and you do not have access to this medical information, please Add New year, and leave the questions blank.

If the client indicated no mental health issues, substance abuse issues, or HIV transmission risks (risky sexual behavior, elevated viral load, diagnosed with an STD), select as not medically indicated.

### New Question Format: Co-Morbidity Screening

Clients enrolled in 2019 will have a new co-morbidity screening format. All screenings will be added based on the date of the screening, and not the screening year.

Enter the date of collection, and press Tab. Enter all tests that client received on that date, including test results.

Complete the following questions.

CO-MORBIDITY SCREENING	
Date of collection: <input type="text" value="04/15/2019"/>	<input type="button" value="Add New"/>
Facility type: <input type="text"/>	
Facility: <input type="text"/>	
Provider (last name): <input type="text"/>	Provider (first name): <input type="text"/>
Syphilis testing: <input type="text"/>	
Chlamydia testing: <input type="text"/>	
Gonorrhea testing: <input type="text"/>	
Hepatitis B testing: <input type="text"/>	
Hepatitis C testing: <input type="text"/>	
Tuberculosis testing: <input type="text"/>	

\* Indicates required field

## 6. Entering Eligibility Information

### 5.1 Client Enrollment

When enrolling a client, go to RW Case Managers wizard, and complete the:

- Enrollment Information,
- Client's Income, Assets and Benefits, and
- Client Counseling and Screening sections in the wizard.

If the client has been previously enrolled, select Add New to add a new eligibility period, and enter the new enrollment date, agency and case manager. **Do not** overwrite over the past enrollment span dates.

### 5.2 Client Reenrollment

When re-enrolling a client, go to the RW Case Managers wizard, and complete the following.

- Date the Client is to Re-Enroll: enter the date of the start of the next 6-month cycle (e.g., 10/01/2019).
- Actual Date Client Re-Enrolled: enter the date case manager received and signed the completed Reenrollment form.
- Client's Income, Assets, and Benefits:
  - Year: add a new year to the Client's Income, Assets and Benefits section, press Tab, and complete the questions.
- Case Management Acuity Assessment:
  - Enter date completed and acuity score.
- Client Counseling and Screening
- Check if client's address in the Person tab is current.

### 5.3 Client Recertification

Complete the following in the RW Case Managers wizard:

- Date the Client is to Re-Enroll: enter the date of the start of the next 6-month cycle (e.g., 04/01/2020).
- Actual Date Client Re-Enrolled: enter the date on the recertification form.
- Client's Income, Assets, and Benefits:
  - Year: add a new year to the Client's Income, Assets and Benefits section, press Tab, and complete the questions.
  - Since you are not reassessing income information for most clients, copy this information from reenrollment iteration.
- Case Management Acuity Assessment:
  - Enter date completed and acuity score.
- Client Counseling and Screening: update with new screenings.

- Check if client's address in the Person tab is current.

#### **5.4 Entering a Change in Insurance Status**

- Any change in insurance (e.g., client loses insurance, client switches to another type of insurance) must be entered in MAVEN.
- To do so, Add New Year in the Client's Income, Assets, and Benefits section. All questions should be populated, so copy income information from the previous iteration, and select new insurance information.
- Enter effective date of change when client lost coverage or gained new coverage.
- Notify the RW coordinator to make the same change in MMIS.

## 7. Closing Clients

When closing a client, enter the closing date and select one of the following reasons why the client is no longer active.

- Did not recertify eligibility (clients that do not complete the re-enrollment by April 30<sup>th</sup>, or recertification by October 31<sup>st</sup>)
- Non-compliance
- Ineligible, income too high (income above 400% FPL)
- Incarcerated (long-term incarcerated persons are not eligible for RW)
- Relocated
  - Enter where the client moved
- Deceased
- Unknown

Notify the RW Coordinator to close the case in MMIS and reassign the case out of your workflow.

Update the address in the Person Tab, if you know where the client moved.

## 8. Reassigning a Client to Another Case Manager

Clients moving to another part of the state should be reassigned to the case manager covering that area. Reassign the case to the new case manager in the RW Case Managers wizard.

Please provide the new case manager with the latest re-enrollment documentation and notify the RW Coordinator of the change.

The new case manager will need to update the address and their agency in MAVEN.

## 9. Ryan White Services Package

At the bottom of the wizard, you will be able to see the services provided to the client. You may also see the services by going to the Ryan White Services package on the Dashboard.

Currently, RW services are manually entered from the monthly Requests for Reimbursement submitted through the Payment Reporting System (PRS). Case managers do not need to enter services into MAVEN. You may use this information for reference.

## 10. ADAP Package

ADAP reimbursed meds are listed in the ADAP question package. Reimbursed medications are imported from MMIS (Medicaid Managed Information System). There is usually a 2-month delay before the medications are imported. If you are having questions about client's medication adherence, please call the RW Coordinator, or the pharmacy to check if the client is filling meds.

## 11. Lab Results Tab

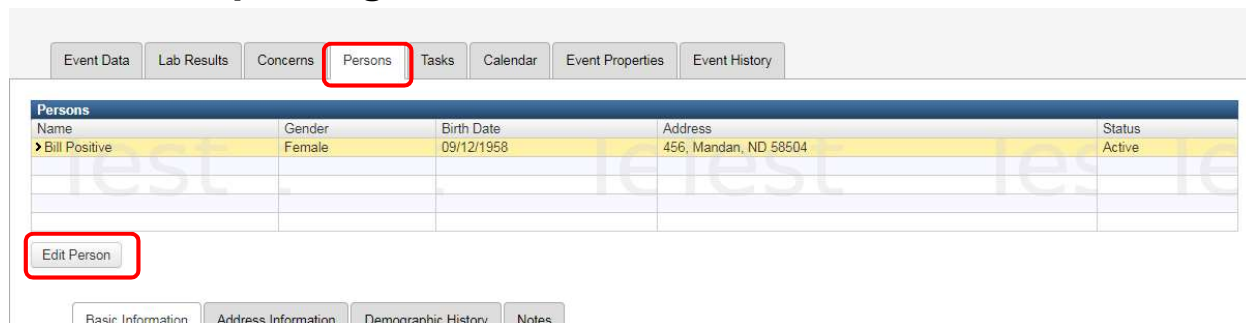
You can access labs by clicking on the Lab Results Tab. Single click will list the results in the Details under the Tabs. Double clicking on the lab will display the full lab result.

Any patient that has not had labs within the past 12 months, or has a detectable viral load should be contacted to assess their needs and reengage them into medical care and treatment. See section 16 on documenting reengagement into care.

## 12. Vaccine Information Package

Vaccine Information package imports vaccine information from ND Immunization Information System (NDIIS). To import the newest information from NDIIS, click on Query Registry.

## 13. Updating Client's Address



The screenshot displays the MAVEN software interface. At the top, there is a navigation bar with tabs: Event Data, Lab Results, Concerns, **Persons** (highlighted with a red box), Tasks, Calendar, Event Properties, and Event History. Below the navigation bar is a table titled 'Persons'. The table has columns for Name, Gender, Birth Date, Address, and Status. The first row shows a client named 'Bill Positive', female, born 09/12/1958, with address '456, Mandan, ND 58504' and status 'Active'. Below the table is a button labeled 'Edit Person', which is also highlighted with a red box. At the bottom of the interface, there are four sub-tabs: Basic Information, Address Information, Demographic History, and Notes.

Name	Gender	Birth Date	Address	Status
Bill Positive	Female	09/12/1958	456, Mandan, ND 58504	Active

To add or update or update a client's address, click on the Persons Tab and Edit Person.

Addresses		
Type	Address	Phone
Home	456 E Main Ave, Mandan, ND 58504	(H) (701) 223-5656

Add Address Type

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Edit Address	
Address Type:	Home
Start Date:	07/13/2017
End Date:	01/01/2030
Street:	456 E Main Ave
City:	Mandan
State:	ND
Zip Code:	58504
County:	Morton County
Country:	USA
Home Phone:	(701) 223-5656
Mobile Phone:	
Work Phone:	
Email:	billp@google.com
Fax:	
Contact Method:	

Save Cancel Help

To add another address type, click on Add Address Type, and enter the new address information.

To update the current address, select the start date for the new address. The start date would be the earliest date of which you knew that persons lived at that address. Enter the street, city, state, zip code, and county and click on the Save button in the lower left corner.

If the client moved out of state, select the start date and delete the street address. Enter the city (if known) and state where the client moved to.

Note: Client address is updated with incoming labs. Sometimes the address will have additional numbers because of this. Those numbers can be deleted as they are not a part of the address.

Click on the Save button on the bottom left.

## 14. Reengagement Into Care

A person is considered out of care when they have a high viral load or have no reported labs within the past 12 months. HIV Surveillance coordinator will start the reengagement process by determining who is out of care, and assigning persons out of care to a RW case manager if that person was previously enrolled in RW, or to a field epidemiologist for the area where the person resides.

To document reengagement interview, go to Reengagement Into Care package, and complete the following questions.

MAVEN Question	Answer Options	Person(s) Responsible
Were interview attempts made?	Yes No	Field Epidemiologist, Ryan White Case Manager
Was case interviewed?	Yes No	Field Epidemiologist, Ryan White Case Manager
Date of interview	Mm/dd/yyyy	
Facility Type	Drop Down	
Facility	Drop Down	
Interviewer	Free Text	
Interpreter used	Yes No	
Method of interview	Telephone In person Text Internet	
Why not in care?	Financial barriers Medication side effects No health insurance Other	
What high risk behaviors occurred during suspected infectious period?	Anonymous sex partners Injection drug use Multiple sex partners Unprotected sex	

<p><b>Were contacts identified as being exposed during the suspected infectious period?</b></p> <p><b>Total number or reported contacts:</b></p> <p><b>Total number of named contacts:</b></p>	<p>Yes No</p> <p>Free text</p> <p>Free Text</p>	
<b>Disposition</b>	<p>No intervention initiated</p> <p>Linkage/Reengagement declined by case</p> <p>Returned to care before intervention initiated</p> <p>Linkage/reengagement intervention initiated, not successful</p> <p>Linked to/reengagement in care documented</p> <p>Linked to/reengagement in care, case self-report only</p> <p>Linkage/reengagement status unknown</p>	Field Epidemiologist, Ryan White Case Manager

### Interview Attempts

To document all interview attempts, complete this portion.

MAVEN Question	Answer Options	Explanation	Person(s) Responsible
<b>Were interview attempts made by the NDDoH?</b>	Yes No	Space to document all interview attempts for reengagement.	Field Epidemiologist/ RW Case Manager
<b>Was a phone call attempted?</b>	Yes No		
<b>Date</b>	Mm/dd/yyyy		
<b>Was a text sent?</b>			
<b>Date</b>			
<b>Was a letter sent?</b>			
<b>Date</b>			



<p><b>Was a home visit made?</b></p> <p><b>Date</b></p> <p><b>Was internet notification attempted?</b></p> <p><b>Date</b></p> <p><b>Were other means of contacting case used?</b></p> <p><b>Specify</b></p>	Free Text		
<p><b>Were interview attempts made by NON-NDDoH staff?</b></p> <p><b>Who made the attempt?</b></p> <p><b>Explain</b></p>	<p>Yes</p> <p>No</p> <p>Free Text</p> <p>Free text</p>	For staff outside of the Health Department, document type of interview attempts	Field Epidemiologist/RW Case Manager